



CITY OF DOUGLAS

Department of Public Works

REQUEST FOR PROPOSALS

GENERAL CONTRACTOR

**DOUGLAS ADVANCED CALL CENTER TECHNOLOGIES
CALL CENTER PROJECT**

June 2008



DEPARTMENT OF PUBLIC WORKS

REQUEST FOR QUALIFICATIONS

GENERAL CONTRACTOR

DOUGLAS ACCT CALL CENTER

The City of Douglas, Department of Public Works, is seeking the services of an experienced licensed and bonded General Contractor for the renovation and construction of the Douglas Advanced Technologies Call Center (ACCT) to be located in Douglas, Arizona.

The scope of work of the project consists of the renovation, rehabilitation and construction of a building site that will be primarily used for the Douglas ACCT Call Center with a square footage of 38,000 square feet consisting of offices, conference and training rooms, three customer service agents bays, break rooms, restrooms and all ancillary building components required for the operation of the Douglas ACCT Call Center.

The procurement of the General Contractor will follow a two-step sealed bid procurement process. The first selection process will be based on the Contractor's qualifications, size, availability to perform the required services, past representative projects and qualifications of the team. Priced bids will be considered in the second step and only from those bidders whose technical proposals are found to be acceptable in the first selection process.

The interested General Contractors must demonstrate substantial experience in renovation, rehabilitation, development, and re-development of governmental, educational, and commercial properties with specific experience on fast track projects with on-time and on-budget project implementation.

Request for Qualifications packages will only be available by contacting Ms. Sylvia Gonzales, City of Douglas, Department of Public Works, 425 10th. St., Douglas, AZ 85607, 520-805-4077, e-mail Sylvia.Gonzales@douglasaz.gov.

A pre-proposal meeting will be held at the Douglas City Hall, Council Chambers on July 10, 2008 at 9:00 A.M.

Statements of Qualifications must be received at the following address no later than 3:00 P.M., Thursday, July 17, 2008, Arizona Local Time:

City of Douglas
Attention: Brenda Aguilar, City Clerk
RFQ, General Contractor, Douglas ACCT Call Center
425 10th. St.
Douglas, Arizona 85607

I. BACKGROUND

The City of Douglas has entered into a lease agreement to provide Advanced Call Center Technologies (ACCT) with sufficient space to accommodate 600 customer service work stations.

The City of Douglas intends to rehabilitate and renovate 38,000 square feet of the existing Bayless Grocery Store, currently sitting empty southeast of Douglas and thus accommodating space needs requirements of the Douglas ACCT Call Center.

II. OBJECTIVES

The City of Douglas primary objectives for the Douglas ACCT Call Center are:

- A. To execute the rehabilitation and renovation of the Bayless Building as to accommodate all the space needs requirements as outlined by the Concept Design Report prepared by Burns Wald-Hopkins Shambach Architects, dated May 2008.
- B. To execute the rehabilitation and renovation of the Bayless Building within the established budget and schedule
- C. Maximize the utilization of local contractors for the execution of this project.
- D. Continue with the City's efforts to enhance the natural ambience of the City of Douglas.

III. ABBREVIATED SCOPE OF WORK

- A) Provide all the contracting services required and associated with the renovation and rehabilitation of the existing Bayless Building as outlined in the construction documents as to accommodate all the space, system architectural and civil requirements for the operation of the Douglas ACCT Call Center that includes and is not limited to:
 - 1) Civil
 - 2) Structural
 - 3) Mechanical and Plumbing
 - 4) Electrical
 - 5) Landscaping

IV. INSTRUCTIONS FOR STATEMENT OF QUALIFICATIONS

- A) It is requested that the proposal be spiral bound on the left side and have front and back covers. The proposal booklet shall not exceed 8 ½ x 11 inches, and each section should be indexed as per the proposal content structure. All type-written pages shall be single spaced and one side only. Type font should be 10 or larger, with all margins one inch or larger. The use of color is permitted. Responses should be thorough, yet concise and shall not be more than 20 pages in total length, not including the introductory letter, the front and back covers, the indexes/tabs, the table of contents (if any) or the appendix.
- B) The proposal whether in an envelope or other wrapping shall have "RFQ-General Contractor, Douglas ACCT Call Center" marked clearly on its cover and shall be addressed to:

City of Douglas
Attention: Brenda Aguilar, City Clerk
Douglas ACCT Call Center
425 10th. St.
Douglas, AZ 85607

- C) **Five (5) copies** of the completed Statement of Qualifications must be received by **3:00 p.m., on Thursday, July 17, 2008**, to be considered responsive. Submittals via e-mail or facsimile are not acceptable.
- D) Failure of the consultant to provide all of the required information may result in the rejection of the Proposal. Proposals received after the specified time of closing will be returned unopened.

V. PROPOSAL CONTENT

- A) Cover Letter:

The cover letter should not exceed three (3) pages, 8 ½" x 11". The letter shall be on company letterhead including the company name, address, phone number, and fax number. The letter should be addressed to Carlos A. De La Torre, P.E., Public Works Director/City Engineer, 425 10th. Street, Douglas, AZ 85607. The letter shall be signed by an authorized officer of the firm and should contain the following:

- I. A statement of interest for the project including a summary of key points describing the respondent's unique qualifications as they pertain to this particular project.
- II. A statement of the availability and commitment of the respondents, its principal(s) and assigned sub-contractors to undertake this project.
- III. Respondent's city and state of its corporate headquarters.

B) Contractor's Ability to Provide Services

- I. Describe the firm's history, including the name(s) of the proposed team, address(es) of the corporate headquarters and local office(s), and number of years in business.
- II. Describe the firm's workload and the capabilities to accommodate the addition of a contract of this type.
- III. Describe what administrative process will ensure that appropriate levels of attention are given and that work is properly performed.
- IV. Submit estimates of time commitment of core project staff as a percentage of total time for the execution and management of this project.
- V. Submit an organization chart of personnel to be assigned to the project together with the specific tasks that will be performed by the designated individuals.
- VI. Identify if your firm is currently involved in any transaction to expand or to become acquired by another business entity. If so, explain the impact both in the organizational and directional terms.

C) Contractor's Past Representative Projects

- I. Provide a list of related projects completed within the past five (5) years that are relevant to these services in type, scope, and complexity. List the projects in order of priority, with the most relevant project listed first.
- II. From the projects listed above, identify and describe the three (3) most relevant completed projects. Projects used as examples of similar work shall be clearly noted if the work was done by individuals while employed with other firms. In addition, the firms shall provide and enclose a reference letter from the project manager of the three most relevant projects listed.
- III. Provide the following information for each project listed:
 - Project name, location, contract delivery method, and descriptions
 - Initial cost estimate and final cost; explain the difference in cost
 - Original start and completion dates and actual start and completion dates
 - Name of Project Manager

D) Qualifications of Team

- I. Describe the Contractor's expertise and ability to provide all requested General Contracting Services and customary services, unique qualifications of the Team's Key Personnel, Project Manager, and all other proposed staff relevant to the project.
- II. Submit resumes of key personnel of the team that will be directly involved with the project, stating certifications, training, and experience in providing requested services. Include a summary of projects similar in type, scope, and complexity. Resumes must not exceed two (2) pages each and should be placed in the appendix.

E) Contractor's Management of Scope of Work and Project Schedule

- I. Describe your Quality Assurance and Cost Control processes.
- II. Describe how you will develop and maintain work schedules during construction.

VI. TIME OF PERFORMANCE

The contractor is expected to give this project a high priority to complete the scope of work in a complete, accurate, professional and timely fashion.

VII. SELECTION PROCESS

The procurement of the General Contractor will follow a two-step sealed bid procurement process. The first selection process will be based on the Contractor's qualifications, size, availability to perform the required services, past representative projects and qualification of the team. The following criteria will be used to evaluate and rank order responses (numbers in parentheses indicate the relative weight assigned to each category).

- I. Contractor's ability to provide services (30 Points)
- II. Contractor's past representative projects (30 Points)
- III. Contractor's Team Qualifications (20 Points)
- IV. Contractor's ability to partner with local contractors (10 Points)
- V. Consultant's Management of the Scope of Work and Schedule (10 Points)

Priced bids will be considered in the second step and only from those bidders whose technical proposals are found to be acceptable in the first selection process.

Proposals will be retained by the City of Douglas unless withdrawn prior to submission deadline. Any costs incurred by Contractors in preparing this proposal or incurred in any manner in responding to this document, are not reimbursable and may not be charged to this project.

VIII. PRE-PROPOSAL CONFERENCE

A pre-proposal conference and site inspection will be held at **City Hall, 425 10th Street, Douglas, AZ 85607, on July 10, 2008 at 9:00 A.M.** This building is fully accessible and individuals requiring special accommodations are requested to contact Sylvia Gonzales at (520) 805-4077 as soon as possible in advance of the conference.

IX. UNDERSTANDING OF THE WORK

Contractors should take the necessary steps as may be reasonably necessary to ascertain the nature and location of the scope of work, and the general and local conditions which can affect the work.

Failure to do so will not relieve the contractor from the responsibility for accurately proposing and successfully performing the work required for this project.

Submission of a proposal shall be construed as evidence that the Contractor is familiar with the scope of work, site and conditions involved.

The City of Douglas will not assume responsibility for any misunderstandings or representations concerning conditions made by any of its officers or agents prior to the execution of the Contract, unless included in the invitation for Request for Qualifications.

X. WAGE, LABOR, AND EQUAL EMPLOYMENT OPPORTUNITY (EEO)

The Contractor and all subcontractors shall comply with any federal, state or local Equal Employment Opportunity requirements where, and if applicable, to this project. The City of Douglas is an Affirmative Action/Equal Opportunity Employer.

XI. PROJECT MANAGEMENT

Correspondence, questions, and/or clarifications of the proposal procedure or project should be directed to:

Carlos A. De La Torre, P.E.
City of Douglas
Public Works Director/City Engineer
425 10th Street
Douglas, AZ 85607
520-805-4077
Carlos.DLT@douglasaz.gov